



RUNNING EXAMPLE

Lendari calculates the criticality of "Margaux"'s three decisions. The score determines how far each one can be delegated — the method first, the grid filled in on page 2.

PAGE 1 / 2

OBJECTIVE

For each type of decision, objectively determine **how far it can be delegated to an agent** — replacing intuition with a reproducible, traceable, and defensible score, shared across business, technical, and governance functions.

1 THE CRITICALITY FORMULA

The criticality of an agentic decision is calculated along **three axes**, each scored from **1 to 10**. The product is divided by 10 to obtain a readable and comparable score.

$$\text{Score} = (\text{Impact} \times \text{Frequency} \times \text{Irreversibility}) \div 10$$

Each axis is scored from 1 (negligible) to 10 (maximal) — resulting score from 0.1 to 100.

2 THE THREE ASSESSMENT AXES

IMPACT

1 → 10

Severity of consequences if the decision is wrong. **1** = benign (rephrasing an email). **10** = critical (health, safety, finances, reputation).

FREQUENCY

1 → 10

Recurrence of the decision in the activity. **1** = exceptional. **10** = continuous (thousands of times per day).

IRREVERSIBILITY

1 → 10

Difficulty of reversing course. **1** = cancellable in one click. **10** = final, no turning back.

3 READING THE SCORE — THE THREE THRESHOLDS



< 15

AGENTIFIABLE

Delegation possible, light supervision. Autonomy set decision by decision (ACF-01).



15 – 25

GOVERNED AGENT

Bounded autonomy: strict policy, traceability, human oversight.



> 25

HUMAN REQUIRED

The final decision remains human. The agent prepares and proposes — it does not decide.

To be combined with: once the zone is determined, set the **delegated autonomy** of each decision (suggestive → autonomous) in the Decisional Map **ACF-01**, then record it in the Decision Policy (layer 2) via **ACF-04**.



RUNNING EXAMPLE

Lendari — the grid filled in: Margaux's three decisions, three scores. They feed the "Criticality" column of **ACF-01**.

PAGE 2/2

4 THE METHOD, ON TWO EXAMPLES

Customer service agent — answering order tracking inquiries

$$\begin{array}{|c|} \hline 4 \\ \hline \text{IMPACT} \\ \hline \end{array} \times \begin{array}{|c|} \hline 9 \\ \hline \text{FREQUENCY} \\ \hline \end{array} \times \begin{array}{|c|} \hline 2 \\ \hline \text{IRREV.} \\ \hline \end{array} \div 10 = 7.2$$

AGENTIFIABLE

Finance agent — autonomous approval of supplier wire transfers

$$\begin{array}{|c|} \hline 9 \\ \hline \text{IMPACT} \\ \hline \end{array} \times \begin{array}{|c|} \hline 6 \\ \hline \text{FREQUENCY} \\ \hline \end{array} \times \begin{array}{|c|} \hline 8 \\ \hline \text{IRREV.} \\ \hline \end{array} \div 10 = 43.2$$

HUMAN REQUIRED

5 LENDARI'S GRID

The three decisions entrusted to Margaux, scored axis by axis. **A** is clearly agentifiable; **B** and **C** fall into the orange zone — autonomy possible, but governed.

DECISION / USE CASE	IMPACT	FREQ.	IRREV.	SCORE	ZONE / VERDICT
A — Answering tier 1 customer service requests	3	9	1	2.7	AGENTIFIABLE
B — Refund / credit note < €100	6	7	5	21	GOVERNED AGENT
C — Goodwill gesture (discount)	7	5	6	21	GOVERNED AGENT

6 LENDARI'S TAKEAWAYS

✓ BEST PRACTICES APPLIED

- ✓ Three-voice scoring: Customer Service + IT + DDAO (Delegated Decision Agent Officer), to neutralize bias
- ✓ "Goodwill gesture" scored 6 on irreversibility: a slashed price sets a precedent
- ✓ When in doubt between two zones, Lendari picks the more cautious one

⚠ POINTS OF VIGILANCE

- ! Do not under-score irreversibility "because we can refund" — reputational damage cannot be undone
- ! B and C are at 21: the grid will be reassessed each time Margaux evolves
- ! No decision is frozen "once and for all" — the matrix is alive